

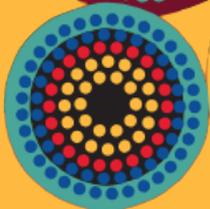


Yura Yungi

Medical Service
Aboriginal Corporation

ANNUAL REPORT

2024 - 2025



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VISION & MISSION



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Vision

Our health service is an innovative hub for excellence and leadership in indigenous advancement through wellbeing, healing and health in every stage of the course through culturally centered and holistic care.

02

To empower our community to take responsibility to safeguard their health and wellbeing from before birth to end of life.

Mission



Message from the CEO

BRENDA GARSTONE



It gives me great pride to share the achievements and progress of our organisation over the 2024–2025 reporting period. This has been a year of growth, renewal, and meaningful impact as we continue to strengthen our role as a provider of culturally safe, holistic, and community-driven primary health care.

During this period, our organisation achieved significant progress across all areas of service delivery. Major facility upgrades were completed under the Closing the Gap Grant, improving accessibility and creating culturally safe spaces for care. Our integrated primary health model supported over 680 health checks and strengthened chronic disease management. Collaboration with Boab Health, Kimberley Renal Services, and Lions Outback Vision enhanced specialist outreach to our clients. Health promotion and SEWB programs delivered community events, education sessions, and on-country activities that improved wellbeing, resilience, and cultural connection. The Elders' Residence achieved operational stability through strong workforce measures, ensuring continuity of quality, culturally safe care.

Our progress reflects strong governance, evidence-based planning, and a sustained commitment to improving health outcomes for Aboriginal and Torres Strait Islander peoples across our service region.

We acknowledge the invaluable contributions of our Board, staff, Elders, and partner organisations whose dedication and collaboration have been central to achieving these outcomes. The organisation remains committed to continuous improvement, cultural safety, and the shared goal of closing the gap in health and wellbeing for our people.

I would like to sincerely thank our staff, Directors, and members for their dedication and support throughout the year, and wish everyone a safe, joyful Christmas and a happy, healthy New Year.



Message from Chairperson

EDITH SKEEN



The past year has presented its fair share of challenges — challenges that tested our resilience, adaptability, and commitment to our shared goals. Yet through determination and teamwork, we have not only worked through them but emerged stronger and more focused than before.

I am deeply honoured to serve as Chair and to witness firsthand the dedication and professionalism that define this organisation. Despite the uncertainties we faced, our team has continued to deliver meaningful outcomes for our community and stakeholders.

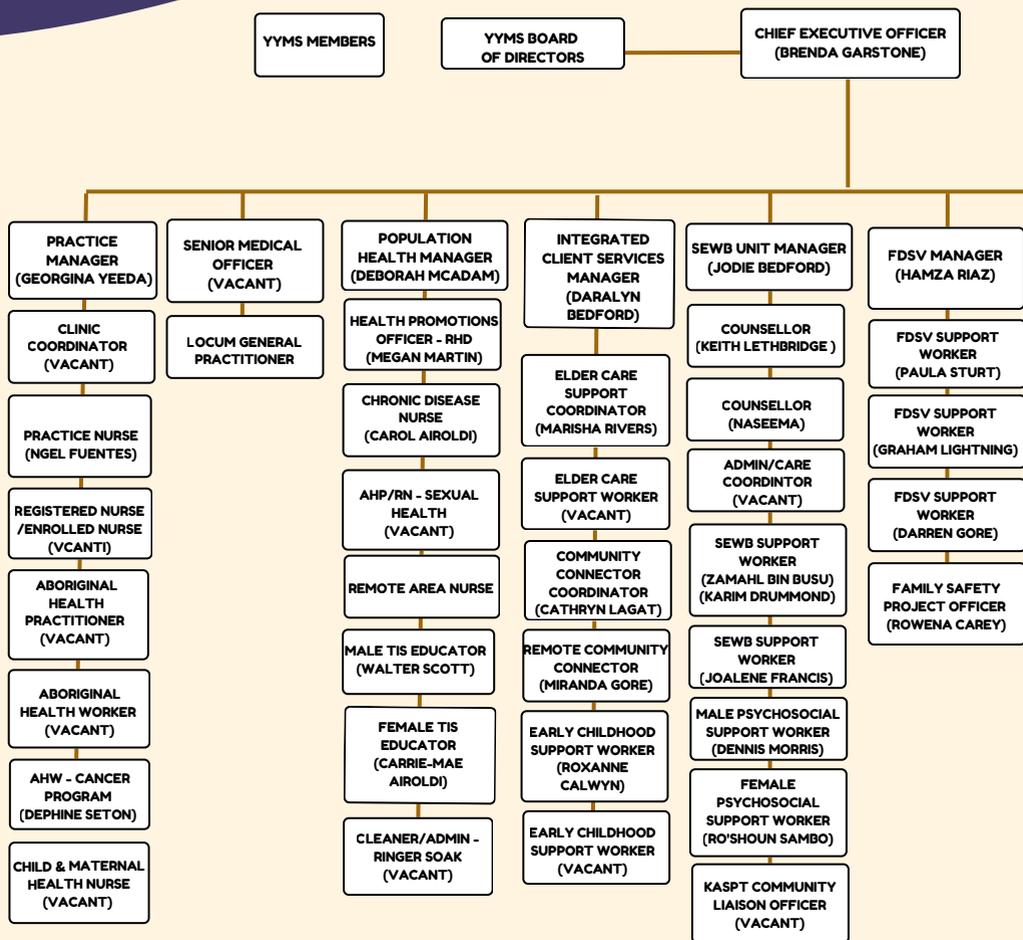
I want to commend our CEO for her outstanding leadership throughout the year. Her clear direction, steady hand, and commitment to excellence have guided the organisation through complex times. I also extend my sincere thanks to our management and staff, whose hard work, innovation, and perseverance have been central to our success.

To my fellow Board members, thank you for your strength, insight, and support. Your collective wisdom and unwavering commitment have been invaluable as we've navigated challenges and set the path ahead.

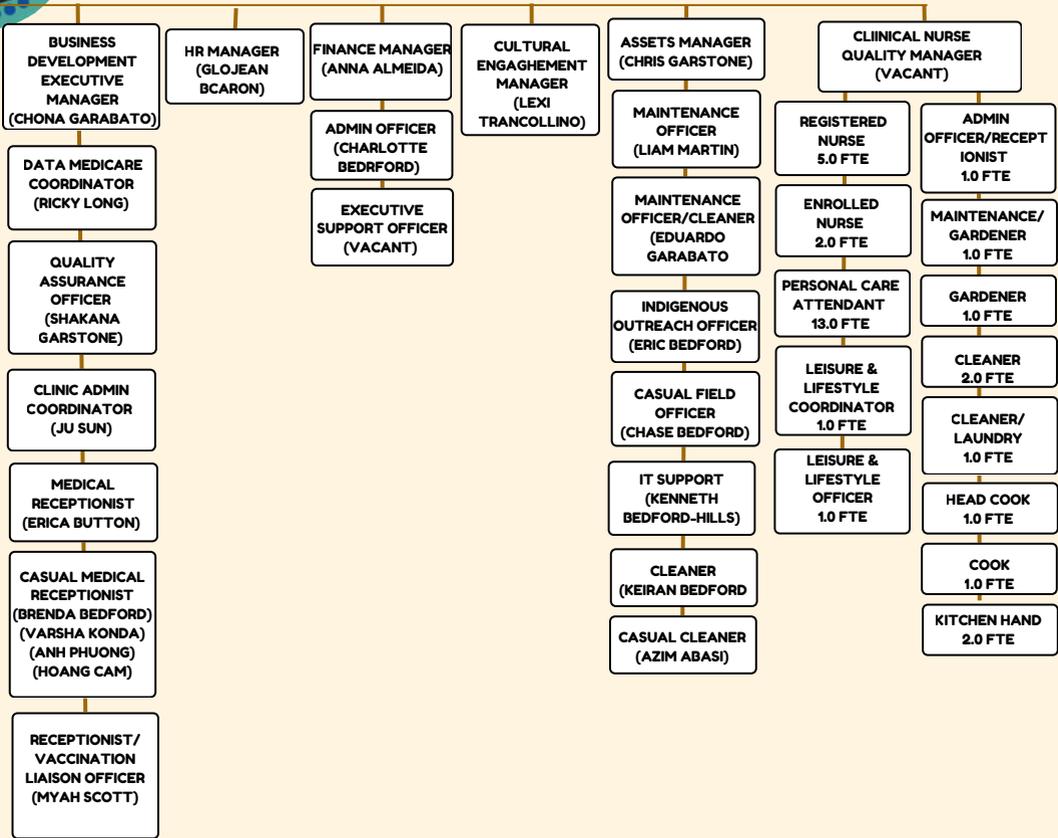
As we look forward, I am confident that we are entering a period of growth, renewal, and opportunity. Together, we are leading this organisation into a bigger, better future, one built on collaboration, integrity, and a shared vision for lasting success. It is a privilege to serve alongside such capable and committed people, and I look forward to what we will achieve together in the year ahead.



ORGANISATIONAL CHART



ORGANISATIONAL CHART





BOARD OF DIRECTORS



EDITH SKEEN
Chairperson



PAULINE THOMAS
Vice-Chair



ANGELINE BEDFORD
Board Member



ANGELINE PETREVSKI
Board Member



EVA JOHNSON
Board Member



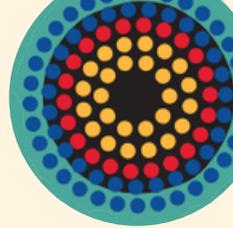
ROSEMARY STRETCH
Board Member



PATRICK MCGINTY
Board Member



AGPAL ACCREDITATION



This past financial year, our organisation proudly achieved accreditation through the Australian General Practice Accreditation Limited (AGPAL). Following a comprehensive review process, we were officially accredited on the 1st of October 2024, with accreditation valid until 1st of December 2027.

Successfully achieving AGPAL accreditation is a significant milestone for our team. It reflects our commitment to continuous improvement, patient safety, and the delivery of high-quality healthcare. This recognition assures our members and the wider community that we meet, and continue to uphold the national benchmarks for best practice in general practice care.

AGPAL is an independent, not-for-profit organisation that supports general practices across Australia in maintaining high standards of safety and quality. Accreditation is assessed against the Royal Australian College of General Practitioners (RACGP) Standards for General Practices, 5th Edition, a nationally recognised framework that defines excellence in clinical and administrative practice.



WORKFORCE *Development*

YYMS has made significant strides in workforce development and succession planning to ensure the long-term sustainability and effectiveness of its services. Eight years ago, the majority of staff had no formal qualifications. Following a comprehensive review and proactively linking staff members to relevant training, we can now proudly say that 80% of our workforce now hold either a Certificate, a Diploma or Higher Qualifications, with active efforts underway to reach 100% compliance. This milestone reflects the organisation's commitment to building a skilled, confident workforce capable of delivering high-quality, culturally safe care.

Beyond technical upskilling, YYMS has prioritised leadership development and succession planning. During this period, Kenneth Bedford-Hills, Marisha Rivers, and Shakana Garstone commenced their Diploma in Leadership and Management through the Rising Leaders Program, delivered by Kimberley Aboriginal Medical Services (KAMS). The program is designed to identify and nurture emerging leaders within KAMS and its Member Services, developing key leadership competencies, enhancing problem-solving skills, and preparing participants for future leadership roles. Through this program, participants are building stronger strategic thinking and decision-making capabilities, improving their ability to lead and influence teams effectively, and deepening their self-awareness and alignment with organisational goals and values. In addition, Jodie Bedford is being supported to participate in the High Potential Leadership Program, further strengthening YYMS's commitment to developing capable, confident leaders for the future.

Delphine Seton is currently enrolled in a Diploma in Nursing Course, strengthening clinical capacity, while Megan Martin and Coreen Butters, have recently completed their Certificate IV in Aboriginal Primary Health Care, enhancing culturally appropriate service delivery. In aged care, YYMS secured funding through the Indigenous Employment Initiative Program, supporting the employment and training of Aboriginal staff through structured career pathways and mentoring. These efforts are complemented by ongoing access to AMSED and ALTURA online training, cultural competency programs, and professional development workshops. Together, these initiatives are building a resilient, future-ready workforce capable of sustaining high-quality healthcare delivery and driving continuous improvement for Aboriginal communities in the Kimberley region.



STAFF WELLBEING *Program*



YYMS has adopted a five-pronged approach to staff wellbeing, designed to create a resilient, inclusive, and supportive workplace culture. This holistic framework addresses mental, physical, and emotional health through professional services, leadership engagement, peer connection, personal development, and physical wellness.

1. EMPLOYEE ASSISTANCE PROGRAM (EAP)

The EAP provides confidential, 24/7 counselling support via phone, online, or in-person, helping staff navigate personal and professional challenges. It offers resources for managing stress, anxiety, and emotional wellbeing, as well as assistance with family concerns. YYMS maintains a formal partnership with a qualified EAP provider, conducts regular awareness campaigns to normalise help-seeking behaviour, and integrates EAP information into onboarding materials. Usage data is monitored anonymously to ensure services remain effective and responsive.

2. HR AND MANAGEMENT SUPPORT

Leadership plays a proactive role in embedding wellbeing into everyday workplace interactions. Regular one-on-one check-ins, an open-door policy for feedback, and dedicated Contact Officers for anti-discrimination and harassment ensure psychological safety. Occupational Health & Safety representatives monitor risks, while managers are encouraged to identify early signs of burnout. Wellbeing goals are incorporated into performance reviews, and “pulse surveys” and Employee Engagement Survey capture staff feedback to strengthen trust and engagement.

3. PEER SUPPORT THROUGH TICK TALK

Tick Talk sessions provide informal, peer-led spaces for staff to share experiences and strategies on stress management, productivity, and work-life balance. Peer mentoring on understanding Policies, Procedures and Forms are also integrated in these sessions which foster ongoing guidance and integration. These sessions are aligned with organisational priorities and seasonal challenges, promoting inclusivity and authentic connection among staff.



STAFF WELLBEING Program

4. WELLBEING WORKSHOPS

Regular workshops equip staff with practical tools to enhance resilience, mindfulness, nutrition, and emotional intelligence. Sessions are delivered both in-person by established experts in their fields and are complemented by weekly arts and crafts mindfulness activities led by the SEWB team. Recent workshops included Mental Health Workshop, Mental Health First Aid, "Empowered to Belong," focusing on inclusion and identity, and "Team Reconnect," aimed at strengthening team cohesion.

5. WELLNESS STATIONS

Dedicated wellness stations have been introduced across the workplace to encourage movement and self-care. A quiet zone, and a staff kitchen equipped with a massage chair for relaxation. Staff are encouraged to take scheduled wellness breaks. Apart from coffee machines and tea stations, we installed vending machines stocked with healthy hydration and snack options, mindfulness and stress and anxiety relief guides and usage patterns are monitored to optimise resources and improve accessibility. Employees are given quarterly allocations that they can use to dispense any product while they have free access to coping strategies anytime.

This integrated approach ensures that staff wellbeing is not an isolated initiative but a core organisational priority, contributing to improved morale, resilience, and overall performance.



FINANCE



ABOUT THE DEPARTMENT

The Finance team is one of the key departments at YYMS, it safeguards the financial health of the organisation by ensuring that all financial decisions were compliant with internal policies and procedures and were adherent to Australian Accounting and Audit Standards. The Finance team, in collaboration with the HR Department ensures that the organisation is compliant with Fairwork regulations and relevant awards.

SUMMARY / PROGRESS UPDATE

In financial year 2024 - 2025, the Finance team has expanded and became a separate department from the Business Development & Administration Team. This expansion was pushed by the transition of the Aged Care Facility under the management of Yura Yungi Medical Service. The finance team successfully transitioned the payroll and accounting system of Aged Care to YYMS systems.

With expanding the team, a local Administration Officer was engaged and trained to assist the Finance, HR and Administrative teams at YYMS.

KEY PROGRAM /DEPARTMENT MILESTONES AND ACHIEVEMENT

- Transition and implementation of Employment Hero platform for Aged Care
- Set up of new supplier accounts for new entity Yura Yungi Menkawum Ngurra Elders Residence
- Integration and implementation of YYMS Finance policies and procedures with Aged Care
- Training of local Admin Officers on financial and administrative tasks for both YYMS and YMMNER
- Improved financial processes and procedures through the use of Sharepoint. This improved communication and sharing of files between the finance team at YYMS and external support such as the Bookkeeper, Accountants and Auditors



ASSETS



PROGRAM DESCRIPTION

The Assets Department plays a vital role in supporting Yura Yungi Medical Service (YYMS) by managing vehicles, buildings, housing, equipment, and IT assets. This team ensures that all organisational resources remain safe, functional, and cost-effective, enabling the smooth delivery of services across YYMS programs and the Yura Yungi Menkawum Ngurra Elders Residence (YYMNER).

SUMMARY / PROGRESS UPDATE

During this reporting period, the department achieved several significant milestones that reflect its commitment to operational excellence and infrastructure development. A major highlight was the completion of the Beckett Street Project, which delivered a four-bedroom house, a two-bedroom unit, and a large shed capable of housing up to 30 vehicles. The shed includes male and female ablution facilities, showers, and a laundry area equipped with an industrial washing machine for cleaning camping gear. A designated car washing bay was also added, improving functionality and security for the organisation's fleet.

KEY PROGRAM /DEPARTMENT MILESTONES AND ACHIEVEMENT

Fleet expansion was another key achievement. The department purchased a new SEWB bus through a Lottery West funding, enhancing transport capacity for community programs and staff. Additionally, a frail-aged bus was acquired, designed to transport two wheelchair passengers or convert into an eight-seater configuration, improving flexibility and accessibility for elders and clients. To address growing housing needs, the department finalised the purchase of a residential property on Roberta Avenue, providing additional staff accommodation.

Another important milestone was the completion of a re-roofing project for the clinical facility. Through the Service Maintenance Program funding from the Department of Health, Disability and Ageing, YYMS resolved a persistent leaking issue and eliminated health and safety risks, ensuring a safer and more functional environment for staff and clients.



ASSETS



KEY PROGRAM /DEPARTMENT MILESTONES AND ACHIEVEMENT

Further strengthening infrastructure, YYMS was awarded funding under the new round of the Service Maintenance Program to install lockable garages at seven staff houses. This initiative will allow employees to securely store their vehicles, improving asset protection and staff convenience.

NEXT STEPS / PRIORITIES

Looking ahead, the Assets Department will focus on further enhancing facilities and supporting organisational growth. Plans include refurbishing the vacated medication room into a dedicated Eye Specialist Room, improving access to eye health services for the community. The department also intends to create a new local position responsible for overseeing vehicles, equipment, and freight management, ensuring efficient coordination and maintenance of organisational assets.

SUMMARY

In summary, the Assets Department has delivered critical infrastructure projects, expanded transport capacity, strengthened housing resources, and improved clinical safety through major upgrades. With planned enhancements and new roles, the department remains committed to continuous improvement and supporting YYMS's mission.



Yura Yungi

SERVICES



At Yura Yungi, we provide comprehensive Primary Health Care services that are community-focused and culturally appropriate. Our approach combines holistic and culturally appropriate care with integrated preventative health programs designed to support the physical, social, emotional and spiritual wellbeing of our clients. Through this model, we aim to not only treat illness but also strengthen community health, empower individuals to take charge of their wellbeing, and promote long-term health outcomes.

Clinical Services

- Walk-in Consultations
- Pathology
- Immunisations
- Medication Supply
- Patient Assisted Travel Scheme (PATS) Assistance
- Point of Care Testing
- Pre-Employment Medical
- Maternal & Child Health

Family Domestic and Sexual Violence

- Family Safety Project
- Family Domestic and Sexual Violence Program

Population Health Programs

- Healthy Aging/Chronic Disease Management
- Sexual Health
- Tackling Indigenous Smoking (TIS)
- School Health (Ringer's Soak)
- Primary Health (GP) Ringer's Soak

Integrated Client Services

- Elder Care Support
- NDIS Early Childhood Support
- NDIS Remote Community Connector

Visiting Specialists

- Optometrist
- Ophthalmologist
- Podiatrist
- Dietician
- Diabetes Educator
- Paediatric Dietician
- Physiotherapist
- Chronic Kidney Disease Educator
- Renal Physician
- Paediatrician
- Psychologist
- Psychiatrist
- Dentist
- Hearing Specialist

Social Emotional Wellbeing

- SEWB
- Psychosocial Support



Clinical OPERATIONS



YYMS is pleased to report the successful recruitment of a full-time permanent General Practitioner during this financial year. This achievement represents a significant milestone for the organisation, given the ongoing challenges of attracting and retaining skilled clinicians in remote and highly disadvantaged regions such as Halls Creek. The addition of a permanent GP enhances continuity of care, strengthens clinical governance, and supports the delivery of high-quality, culturally safe health services to the community.



I first came to Halls Creek as trainee doctor in 1980, before Yura Yungi was started.

I was at the hospital. Dr Peter Schindler was the doctor in town, I was 2 weeks in Halls Creek and 4 weeks at Balgo.

From 1982-2025 I have worked as a GP in the Northern Territory, mainly in indigenous primary care. I have a house in Alice Springs and I have aboriginal family from Borroloola.

Halls Creek is like the NT, the people and the problems and the good things are the same as in the NT.

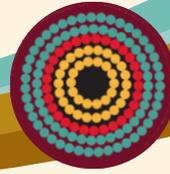
Yura Yungi impressed me straight up because of the large number of local people who work here and run the place. Aboriginal health is the business of Aboriginal people and I strongly believe that the answers and resources to close the gap are here in the community.

As a doctor I bring medical expertise to help Yura Yungi do its business in getting community more healthy, but you mob are the drivers and experts. I am here to lend a hand.

I came initially as a locum for 6 weeks, but I now have a contract until 2/6/2026. I look forward to the next months working with great team of local and not so local people, under the excellent guidance of Georgina Yeeda just getting things done.



Clinical OPERATIONS



Dr Jessie Chen has been working with Yura Yungi as a locum GP for over two years. She is a highly valued member of the team and has been instrumental in ensuring continuity of care for our clients, contributing greatly to the smooth and effective delivery of our health services.



I enjoyed working with our great new team of nurses, health workers and manager, who are extremely dedicated and conscientious. Also, as always, our admin and reception team is the best, and their help everyday my job so much easier!

Over the years there has been more and more regular clients of yy, which is great to see, and it has been a joy to work with them in the last year to achieve their health goals. I'm looking forwards to coming back to YY for many years to come, and I'm sure there will be a lot of growth and changes each time I come back!

Dr. Jessie Chen



Population HEALTH

The YYMS Population Health Team plays a vital role in delivering targeted health promotion and disease prevention programs across Halls Creek and surrounding communities. The team oversees key initiatives including Healthy Ageing (Chronic Disease Management), Sexual Health, Rheumatic Heart Disease (RHD) Health Promotion, and Tackling Indigenous Smoking (TIS). These programs are designed to address priority health needs through culturally safe education, early intervention, and community engagement. The team works closely with clinical staff and external partners to deliver health checks, facilitate group education sessions, and promote lifestyle changes that reduce the burden of preventable disease.

Throughout the year, the team has implemented regular outreach activities, school visits, and community events to raise awareness and improve health literacy. Chronic disease clinics have provided one-on-one support for clients managing diabetes, cardiovascular disease, and renal conditions, while the TIS program has delivered smoking cessation resources and counselling. Sexual health services have been integrated into routine care, including STI screening and health promotion campaigns. The RHD program has focused on hygiene education and skin assessments to prevent streptococcal infections. Together, these efforts contribute to improved health outcomes and empower individuals to take an active role in their wellbeing.



Ringer Soak Clinic

The Population Health Team is responsible for overseeing the operations of the Ringer Soak Clinic, which hosts fortnightly GP clinics and employs two Remote Area Nurses based on site. Despite ongoing challenges with staff recruitment, Yura Yungi has successfully maintained consistent service delivery through a well-managed rotational roster, supported by our broader clinical team. This coordinated approach has minimised interruptions and ensured the continued, reliable operation of the Ringer Soak Clinic for the community.

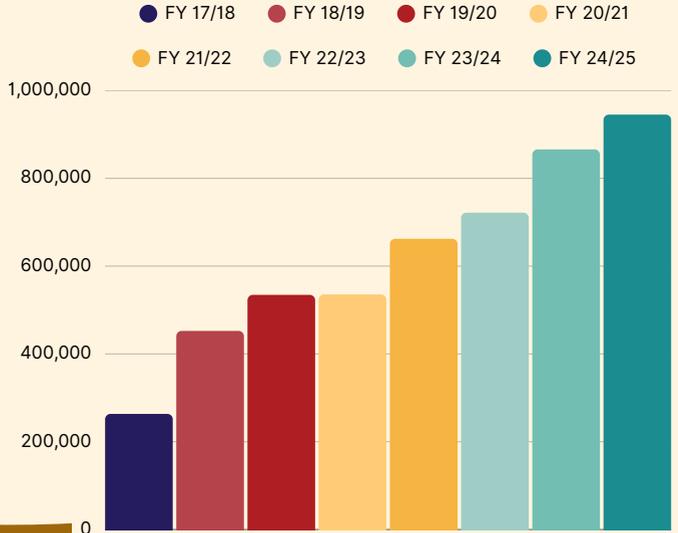


MEDICARE

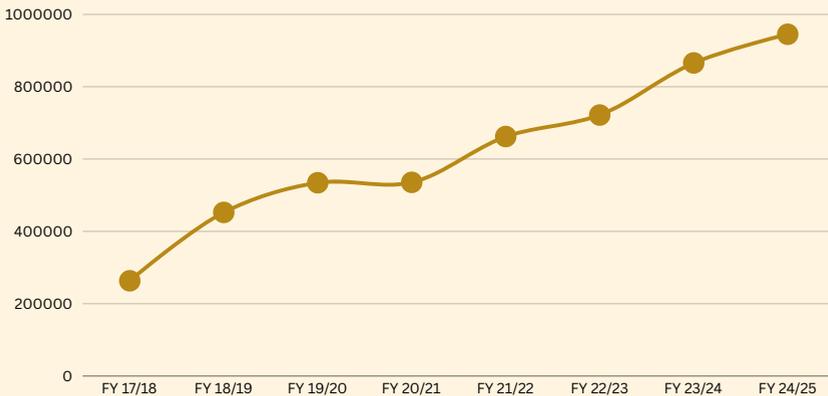
MBS ITEM REVENUE

- Total Medicare Billing System (MBS) Item Revenue is higher than last year by \$ 79,280.00 or 9.16%

All figures are improving each and every year



MBS ITEM REVENUE YEARLY COMPARISON



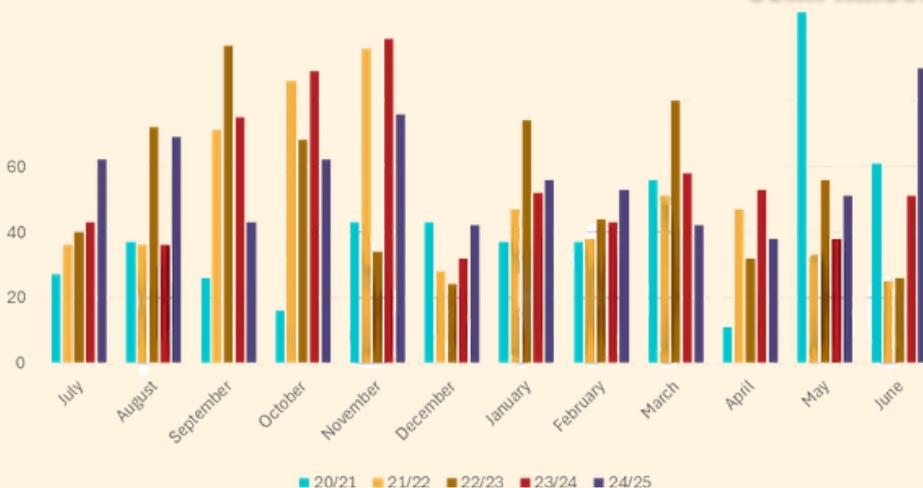
Aboriginal HEALTH CHECKS

HEALTH CHECKS

- Health Checks annual target exceeded by 2.09%
- 24-25 total is 2.24% higher than the previous financial year



HEALTH CHECKS YEARLY COMPARISON



Indigenous Australian Health Program

ONLINE SERVICES REPORT

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Clients	1,868	2,758	2,202	1,996	2,083
Indigenous Clients	1,524	2,012	1,843	1,661	1,752
Indigenous Regular Clients	1,235	1,497	1,645	1,499	1,761
Indigenous Clients - % of Total Clients	81.58%	72.95%	83.70%	83.22%	84.10%
Non-Indigenous Clients	338	744	359	335	331
Client Contacts	21,569	28,272	29,011	26,963	54,998
Episodes of Care	10,894	16,229	14,099	13,496	17,919
Contacts per Client	12	10	13	14	26
Episodes of Care Per Client	6	6	6	7	9

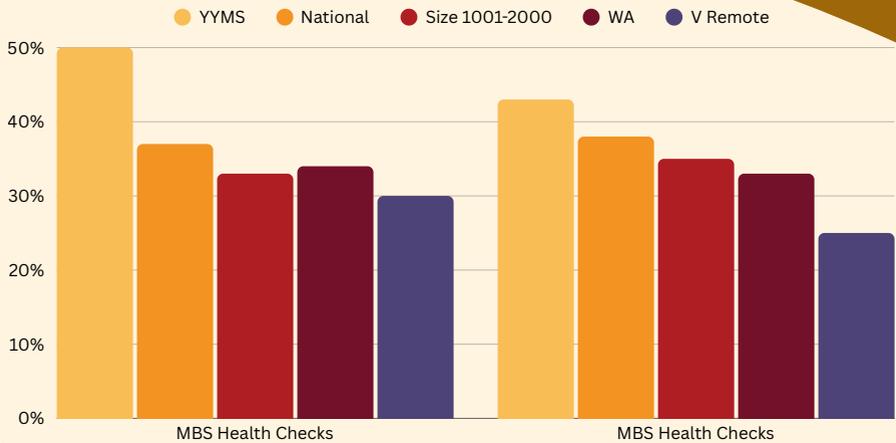
INDIGENOUS AUSTRALIAN HEALTH PROGRAM - NATIONAL KEY PERFORMANCE INDICATORS (NKPI)

Results on all our main Key Performance Indicators (NKPI) for as of end of June 2025 have surpassed the National, WA, same size services and very remote Averages, with the sole exclusion of the very remote Average for Influenza Vaccination rate.

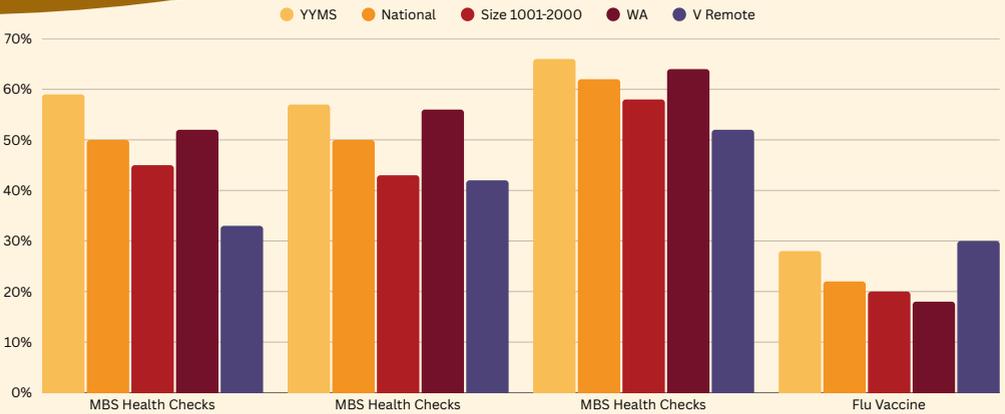


Maternal & Child HEALTH NKPI

- 50% of our clients aged 0-4 years had a health check in the last 12 months. National Average is 37% while WA average is 34%
- 43% of our 0-14-year-old clients had a health check in the last 12 months. National average is 38%, WA average is 33%, while average for very remote services is only 25%



Preventive HEALTH NKPI

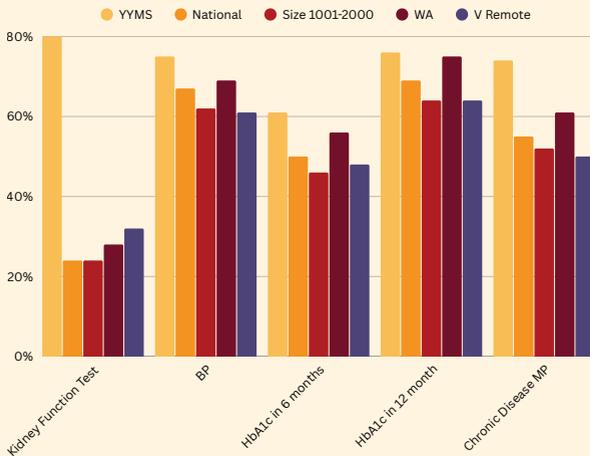


- 59 % of our 15-24-year-old clients had a health check in the last 24 months. National average is 50%; WA average is 52; very remote 33%
- 57 % of our 25-54-year-old clients had a health check in the last 24 months. National average 50%; WA average 56%, very remote 42%
- 66 % of our clients 55 years and older had a health check in the last 24 months. National average 62%; WA 64%; very remote average 52%
- 28 % of our clients 6 months and older had a Flu vaccine in the last 12 months. National average 22% and WA average 18%, same service size average 20%

Comparing our main KPI results to National, WA, same size and Very Remote Averages, we have surpassed everything except the very remote Average for Influenza vaccination rate:



Chronic DISEASE NKPI



- 80% of our Type 2 Diabetes patients had a Kidney Function Test in the last 12 months. National Average is 68%; WA average is 73%; very remote average 66%
- 75% of our Type 2 Diabetes patients had a Blood Pressure recorded in the last 24 months. National Average 67%; WA average 69%; very remote average 61%

- 61% of our Type 2 Diabetes patients had a blood sugar level *HbA1c) recorded in the last 12 months. National Average 67%; WA average 69%; very remote average 61%
- 76% of our Type 2 Diabetes patients had a Blood Pressure recorded in the last 24 months. National Average 69%; WA average 75%; very remote and same service size average 64%
- 74% of our Chronic Disease patients had a Chronic Disease Management Plan in the last 24 months. National Average 55%; WA average 61%; very remote average 52%



Visiting Specialist FEEDBACK



Optometry Clinic

I have just seen 50 patients over the last few days. The clinic was the most organised, orderly and relaxed that I have ever worked there! The driver and the ladies on the front desk did the most amazing job.

Having the new OCT machine was just phenomenal. I think I must have saved at least 7-10 people having to traipse up to Kununurra for a scan. I really want to say thanks for all of the ongoing YY support, it really is making a difference.

Margie O'Neill



Visiting Specialist FEEDBACK

Boab Health Services

For Boab Health Services, the Allied Health Team and Integrated Care Team always feel so welcomed by YYMS. We feel that the YYMS staff always go above and beyond in supporting our services and the clients that we see. Podiatry clinics have remained well attended and successful, and we have noted a huge increase in the attendance rates of the dietitian clinics. As always the support by Abby, Charlie, Georgina and the wider YYMS team is appreciated and valued, we could not run these clinics as successfully without you all. We would love to continue working together to ensure that this is replicated across all the services we provide to the Halls Creek and wider community. Thank you for all of your hard work, YYMS is great place to come to work for all our team.

Chantelle Carr

Physiotherapist Clinic

I can only speak to what I have experienced in my periodic visits to Yura Yungi clinic. The team have always been extremely helpful, going above and beyond in facilitating appointments and assisting in organising the clinics themselves. They do this day in day out, making it a very streamlined and pleasant experience for me.

Anthony Johnson



Social and EMOTIONAL WELLBEING



The YYMS SEWB Program continues to provide culturally safe, holistic, and responsive support to Aboriginal and Torres Strait Islander individuals and families across Halls Creek, Ringer Soak, and surrounding communities. Through counselling, cultural healing, education, and community connection, the program strengthens identity, reduces distress, and promotes resilience by honouring culture, family, and Country.

SERVICE EXPANSION & COMMUNITY ENGAGEMENT

This year, counselling services were successfully expanded to both Halls Creek and Ringer Soak, improving accessibility and reach. The program maintained a strong focus on cultural safety, blending therapeutic and cultural approaches to healing. Community engagement was vibrant, with SEWB leading and supporting events such as National Apology Day, International Women's Day, Harmony Day, Mother's Day, Happy Hair Day, NAIDOC, and the HOPE Book & T-Shirt Launch. These activities helped reduce stigma, raise mental health awareness, and foster open conversations around emotional wellbeing and suicide prevention.

PARTNERSHIPS & COLLABORATION

SEWB strengthened partnerships with key agencies including KAMS, Wunan, StandBy, Anglicare, Aboriginal Family Law Service (AFLS), Kimberley Community Legal Service (KCLS), Youth With A Mission (YWAM), Headspace, and WACHS. Collaborative workshops and guest speakers during weekly men's and women's groups provided participants with valuable information on housing, legal services, family safety, and chronic disease management.



Social and **EMOTIONAL WELLBEING**



HEALING CAMPS & TARGETED PROGRAMS

Two major cultural healing camps were delivered: the Women's Wellbeing Camp at Bulgunna and the Dolly Hole Men's Camp. These camps offered immersive experiences in cultural learning, emotional healing, and peer support. Activities included bush medicine, storytelling, traditional cooking, and yarning circles focused on mental health and suicide prevention. The Helping Families Heal / Make a Change Program was also successfully adapted for local delivery, combining psychotherapy with traditional healing to support individuals affected by family and domestic violence.

PERFORMANCE OUTCOMES

The SEWB Program exceeded expectations across key performance indicators. Weekly group sessions were delivered at a 95% rate despite staffing challenges, with consistent average attendance of 10 participants. This year, 16 community events were complete – double the number of the program target – 8. A total of 127 group sessions were held, which exceeded our 120 target by 6%. Both planned cultural healing camps were successfully held, and collaborative partner sessions exceeded targets, with seven delivered. Positive client feedback reached 99.92%, with participants reporting increased relaxation, connection, and learning. These outcomes reflect the program's growing impact and trusted presence in the community.



Social and EMOTIONAL WELLBEING



NEXT PRIORITIES

In the coming year, the SEWB team will continue regular weekly wellbeing sessions for men and women, integrating cultural and therapeutic content. Follow-up support after camps will be strengthened to sustain engagement and monitor wellbeing outcomes. Youth and family-focused initiatives will be expanded, and efforts to recruit and mentor local Aboriginal staff will be prioritised. The program also aims to develop stronger data collection tools to measure client outcomes and will continue collaborating with partners like KAMS, StandBy, Anglicare, and WACHS to deliver joint community events and suicide prevention activities.

SEWB COUNSELLING PROGRAM IMPACT SNAPSHOT BY NASEEMA (SEWB COUNSELLOR)

Since joining the SEWB team in November 2024, I've witnessed a significant shift in how the community engages with counselling. Initially, there was hesitation and stigma surrounding mental health support, especially as this was the first time trained counsellors were based on-site in Halls Creek.



Through consistent presence and culturally respectful practice, we built trust and helped community members understand the role of counselling within the broader SEWB model.

Over time, the counselling space has become a safe place for yarning, reflection, and healing. Engagement has steadily increased, with more individuals self-referring and regular referrals now coming from GPs, police, and other services. Men's participation has grown notably, which is a positive shift in a space that is often harder to engage. Weekly group sessions, family support, and outreach to Ringer Soak have strengthened community connection and wellbeing. While workforce challenges remain, the growing trust in the program highlights its importance and impact.



Social and **EMOTIONAL WELLBEING**



PSYCHOSOCIAL SUPPORT

The Psychosocial Support Program continued to assist individuals in building capacity across key areas of recovery, including social and community connections, day-to-day living skills, confidence and resilience, goal setting, and support with NDIS eligibility applications.

This year presented unique challenges, particularly in recruiting a replacement for the female support worker who was on maternity leave. Cultural considerations guided service delivery, meaning that the male psychosocial support worker primarily supported male clients, as it is not culturally appropriate for male staff to engage with female clients unless specifically requested. To ensure continuity of care, female counsellors / support workers from other program areas stepped in to provide interim support for female clients during this period. This collaborative approach helped maintain service quality and cultural safety.

Our male psychosocial support worker undertook training to strengthen his skills and attended the Men's Health Gathering at Djarjdin Community in September 2024, connecting with other men working in mental health across the Kimberley. He also facilitated a cultural healing and fishing trip to Home Valley, promoting reconnection to Country and wellbeing, and attended a Young Men's Day at the Shire Hall focused on mental health awareness.

Despite staffing challenges, the program continues to deliver culturally safe and strengths-based support, helping individuals build confidence, independence, and resilience on their recovery journey.



Women's Wellbeing Camp - Bulgunna Community

This annual camp focused on healing through culture, connection, and Country, providing women with a safe, nurturing environment to step away from daily stress and engage in emotional healing.

Highlights

- Munther (water blessing) ceremony by a local Jaru Elder.
- Workshops on mindfulness, emotional expression, drumming, tapping, bush medicine, and natural dyeing with native plants.
- Art, jewellery making, and cultural cooking sessions fostering creativity, connection, and confidence.
- Collaboration with WACHS, KAMS, KCLS, and StandBy.
- Positive participant feedback, with many requesting longer camps and regular follow-ups.



Dolly Hole Men's Camp

The Men's Camp at Dolly Hole brought together men from across Halls Creek and regional communities for a mix of cultural learning, wellbeing education, and peer support.

Highlights

- Attendees included representatives from KAMS, Wunan Headspace, Youth with a Mission (YWAM) and YYMS staff, along with local participants.
- Yarning around the campfire on suicide prevention, early warning signs, and men's mental health.
- Sexual health education by KAMS, breaking down stigma and misinformation about relationships and STIs.
- Cultural activities including a trip to Mount King, storytelling about the Emu Dreaming and the Bedford Massacre, and collection of cypress pine for traditional use.
- Bush tucker including kangaroo, bush turkey, and black bream, cooked by participants.
- Morning yarning and storytelling promoting self-care, family wellbeing, and respect for culture.



Family Safety PROJECT

The Family Safety Project at Yura Yungi Medical Service (YYMS) only started this May 2025 and is committed to fostering healthy, respectful, and strong family relationships through culturally grounded prevention and early intervention activities. The program is designed to reduce family conflict, strengthen cultural connection, and promote safe home environments.

Core activities include family bush trips, yarning sessions, counselling, and crisis intervention when needed. These initiatives offer families a safe, non-judgmental space to share experiences, develop communication and coping skills, and reconnect with Country and culture as part of their healing journey.

SUMMARY OF ACTIVITIES & PROGRESS

Over the several months, the Family Safety Project focused heavily on community-based and family-centred prevention strategies. Family bush trips were a key feature, providing opportunities for families to spend time together in nature, strengthen cultural identity, and engage in open conversations about safety and respect. These trips were well received and helped create a relaxed environment where families could reconnect and reflect.

Yarning sessions were held regularly, offering a culturally safe space for families to discuss relationship challenges, share experiences, and learn peaceful conflict resolution strategies. Counselling support was also made available to individuals and families requiring more focused assistance. The program worked closely with the Social and Emotional Wellbeing (SEWB) team and local partner agencies to ensure coordinated support for families facing complex issues, allowing for early intervention and reducing the likelihood of crisis escalation.

Feedback from the community was overwhelmingly positive. Families expressed that the bush trips and yarning sessions helped them slow down, communicate more openly, and feel closer to one another. The program continues to serve as a vital link between cultural healing practices and contemporary support services.



Family Safety PROJECT



KEY MILESTONES & ACHIEVEMENTS

This program saw notable family participation in both bush trips and community-led yarning sessions. Families reported stronger relationships, improved communication, and greater confidence in resolving conflicts peacefully. Children and young people showed increased engagement during family activities, which reflected a growing sense of trust and emotional safety within the home. The program also played a key role in identifying and referring families at risk, helping to prevent escalation into crisis situations. Partner organisations recognised the Family Safety Project as an important contributor to whole-of-family wellbeing and community connection.

STAFF DEVELOPMENT

Staff members participated in training focused on trauma-informed family work and cultural safety. The team collaborated with the SEWB program and external agencies to support family wellbeing initiatives. Staff also played a central role in planning and facilitating community events that promoted safety, healing, and connection among families.

NEXT STEPS & PRIORITIES (2025-2026)

Looking ahead, the Family Safety Project will continue to deliver family bush trips with an added emphasis on cultural learning and communication skills. The team plans to host community awareness events that focus on respectful relationships, parenting, and emotional wellbeing. Strengthening partnerships with schools, youth services, and women's groups will be a priority to enhance early intervention efforts. The program will also provide targeted counselling and support for families identified as being at risk of violence or conflict. To support these goals, team capacity will be built through cultural mentoring and training in trauma-informed practice.



Family Domestic & **SEXUAL** **VIOLENCE SUPPORT** **PROGRAM**

The Family Domestic and Sexual Violence (FDSV) Program remains a cornerstone of our commitment to providing trauma-informed, culturally safe support for individuals and families affected by family and sexual violence. Through a holistic approach, the program delivers crisis intervention, case management, counselling, yarning sessions, psychoeducation, advocacy, and capacity-building initiatives. Culturally grounded bush trips create safe spaces for reflection, healing, and reconnection to Country, reinforcing the program's aim to promote safety, empowerment, and wellbeing for individuals while strengthening family and community resilience.

SUMMARY OF ACTIVITIES & PROGRESS

During this reporting period, the FDSV team upheld its mission by delivering comprehensive and responsive support to clients experiencing or at risk of family and sexual violence. Crisis intervention and case management were prioritized to ensure timely and culturally appropriate responses to immediate safety concerns. Counselling and yarning sessions provided opportunities for clients to process trauma, develop coping strategies, and rebuild trust. Psychoeducation initiatives focused on promoting awareness of healthy relationships, consent, and emotional regulation, equipping clients with tools for long-term wellbeing.

Collaboration with partner agencies was strengthened to improve referral pathways and ensure a coordinated approach to care. These partnerships enhanced service accessibility and reduced barriers for clients seeking support. Regular bush trips offered clients a culturally safe environment to heal on Country, reconnect with culture, and foster trust in the program. These activities not only supported individual recovery but also reinforced community resilience.



Family Domestic **& SEXUAL VIOLENCE SUPPORT PROGRAM**



KEY MILESTONES & ACHIEVEMENTS

Despite the challenges inherent in addressing family and sexual violence, the program achieved significant milestones during this period. Clients reported feeling safer and more confident in setting personal boundaries within relationships. Health staff observed improvements in emotional wellbeing and increased engagement with follow-up supports. Community members expressed appreciation for having culturally safe and confidential services available locally. Partner agencies noted stronger collaboration, with clients demonstrating greater willingness to accept referrals. Importantly, clients who were initially withdrawn began engaging more actively in counselling and group activities, reflecting progress in trust-building and recovery.

STAFF DEVELOPMENT AND MILESTONES

The FDSV team invested in professional growth to ensure high-quality, culturally responsive care. Staff participated in internal cultural safety training and interagency collaboration meetings, reinforcing best practices in trauma-informed care. Ongoing professional development focused on case management frameworks and strategies for early intervention. Team members also contributed to community engagement initiatives, including cultural and awareness events, further strengthening relationships with the community.

NEXT STEPS & PRIORITIES

Looking ahead, the program will maintain delivery of crisis response, counselling, and yarning support while expanding community engagement through joint events and outreach with local organisations. Plans include delivering early intervention and prevention workshops on respectful relationships and family safety, strengthening collaboration with Police, Legal, and SEWB teams for integrated client support, and building staff capacity through advanced training in trauma-informed and culturally responsive practice.



Integrated Client Services

EARLY CHILDHOOD SUPPORTS



PROGRAM OVERVIEW

The Early Childhood Supports (ECS) Program plays a vital role in supporting children up to the age of seven who are living with disability or developmental delay. The program combines the expertise of the ECS Allied Health Team with the culturally responsive approach of the Family Support Worker to deliver family-centred care. While the Allied Health Team provides professional healthcare and developmental advice, the Family Support Worker ensures these messages are understood and applied, bridging the gap between clinical recommendations and family implementation. This role also facilitates interaction between individuals, families, and the broader community, promoting inclusion and access to essential services.

SUMMARY OF ACTIVITIES AND PROGRESS

Throughout the reporting period, the Family Support Worker provided consistent and practical assistance to families, focusing on improving school readiness, health access, and social engagement for children. Weekly school and home visits were conducted to monitor progress and address emerging needs. Support extended to assisting families with school enrolments, coordinating GP appointments, and providing transport for pick-ups and drop-offs.

Additionally, playgroups and child-focused activities were organized to encourage early learning and social interaction.

Despite challenges such as delays in obtaining identification documents for school enrolment and waitlists for allied health assessments, the program maintained momentum. Seventeen active clients accessed Family Support and Speech Pathology services during this period, with ongoing efforts to expedite referrals and ensure timely assessments. Plans were initiated for a parent workshop on school routines and preparing children for class transitions, aiming to strengthen family capacity and confidence.



Integrated Client Services

EARLY CHILDHOOD SUPPORTS



KEY ACHIEVEMENTS

The program achieved several milestones, including maintaining consistent engagement with families despite logistical challenges. Children actively participated in playgroups and school readiness activities, while families received targeted support to overcome barriers such as documentation requirements. Collaborative efforts with allied health professionals ensured continuity of care, and the program demonstrated flexibility in adapting to client needs through home visits and personalized support strategies.

STAFF DEVELOPMENT AND MILESTONES

A significant achievement for the team was the professional growth of the Family Support Worker. Roxanne successfully completed her Certificate IV in Allied Health Assistance and ASQ-TRAK training, enhancing her ability to deliver culturally safe and evidence-based support. She also contributed to community engagement initiatives and is currently working toward obtaining her driver's license, which will further improve service accessibility for families.

NEXT STEPS AND PRIORITIES

Looking ahead, the program will continue weekly home and school visits, introduce a toy library to support early learning at home, and organize family bush trips to promote cultural connection and wellbeing. Efforts will focus on reducing wait times for allied health assessments, delivering parent workshops on school readiness, and strengthening partnerships with local services to streamline referrals. Building staff capacity through ongoing training remains a priority to ensure high-quality, culturally responsive care.



Integrated Client Services

ELDER CARE SUPPORT

The Elder Care Supports Program is designed to connect with local Elders—older Aboriginal and Torres Strait Islander people—and their families to raise awareness of aged care entitlements and ensure access to culturally safe services.

The program plays a vital role in organizing and supporting client pathways into appropriate aged care services, both within YYMS and through external providers. It also works to identify local demand, service gaps, and advocate for improved access to care.

SUMMARY OF ACTIVITIES AND PROGRESS

This year, the program's cornerstone activity was the weekly Elders' Morning Tea, held every Thursday from 10:00 AM to 12:00 PM. These sessions provided a culturally safe space for social connection, creative engagement, and shared meals. Activities included art and craft workshops, yarnning circles, and cultural storytelling, all designed to reduce isolation and promote wellbeing. Door-to-door transport was arranged for eligible participants, ensuring accessibility for those with mobility or transport challenges.

Guest speakers from partner agencies were invited to deliver short information sessions during these gatherings, helping Elders learn about local services and supports available to them. Guest speakers from partner agencies were invited to deliver short information sessions during these gatherings, helping Elders learn about local services and supports available to them.

Despite these successes, the program faced challenges such as limited engagement from service providers, long waitlists for specialist appointments, and unclear scheduling processes. These issues often resulted in missed appointments, inefficient transport use, and frustration for Elders and their families. Cultural obligations and competing priorities also impacted attendance at times.



Integrated Client Services

ELDER CARE SUPPORT

ACHIEVEMENTS AND MILESTONES



The program successfully established the weekly morning tea sessions as a trusted engagement platform for Elders. These gatherings have strengthened social connections and provided opportunities for health education and advocacy. Twelve clients were registered on My Aged Care, enabling access to formal aged care pathways. Advocacy efforts were initiated to address systemic barriers, particularly around specialist access and transport coordination, laying the groundwork for future improvements.

While the program aimed to deliver 40 community information and education sessions during the year, this target was not fully met due to a delayed rollout and limited provider engagement. However, progress toward client registration and service awareness has been consistent with 12 Elders now formally linked to aged care services through My Aged Care.



Integrated Client Services

ELDER CARE SUPPORT

NEXT STEPS AND PRIORITIES



Looking ahead, the program will expand its scope through a series of strategic initiatives. A comprehensive needs assessment will be conducted between October and December 2025, involving surveys, interviews, and data analysis to better understand elder demographics, care needs, and caregiver challenges. This will culminate in a detailed report with actionable recommendations.

During the same period, YYMS will develop a collaboration model, hosting stakeholder workshops and creating a framework to improve communication and referral pathways. The program will also strengthen its home-based and community care model, continuing weekly morning teas and care coordination activities to ensure Elders receive consistent support.

Cultural engagement will remain central, with bi-monthly cultural activities, bush trips, language sessions, and intergenerational events planned to promote wellbeing and cultural continuity. Emotional wellbeing will be addressed through healing and resilience workshops, blending traditional and contemporary approaches to grief and aging.

Operational improvements will include drafting Standard Operating Procedures for case management, crisis response, and service delivery, supported by staff training sessions. Additionally, the program will roll out health and rights education, offering bi-monthly sessions on elder rights, first aid, and dementia care to empower Elders and their families.

These initiatives aim to create a holistic, culturally safe aged care support system that not only meets immediate needs but also builds long-term resilience and trust within the community.



Intergrated Client Services

NDIS REMOTE COMMUNITY CONNECTOR



PROGRAM OVERVIEW

The NDIS Community Connector Program aims to improve access to disability supports for Aboriginal and Torres Strait Islander people in Halls Creek by providing culturally safe engagement, guidance, and advocacy. The program focuses on building trust, supporting participants through the NDIS application process, and ensuring continuity of care through collaboration with planners, support coordinators, and allied health professionals. Activities include evidence gathering, consent facilitation, transport assistance, and education on NDIS pathways.

ACHIEVEMENTS AND MILESTONES

In just these last three months, the program engaged 10 participants, initiated 4 new referrals, and supported 5 existing NDIS follow-ups. Additionally, 4 reapplications were prepared for individuals who previously did not meet access requirements.

Key achievements include:

- Successfully rescheduling planner meetings and supporting participants through complex situations, including family violence disclosures and housing instability.
- Transitioning participants into formal support circles and assisting with nominee consent, ID collection, and communication with support coordinators.
- Providing culturally sensitive guidance on medical evidence requirements for NDIS eligibility and facilitating referrals for housing and health-related concerns.
- Strengthening interagency collaboration with local NDIS providers, hospital staff, allied health providers, and NDIS planners to streamline evidence collection and improve referral timelines.
- Enhancing data accuracy and timeliness through improved documentation practices in MMEX and Flow Logic systems.
- Building participant trust through consistent engagement, transport assistance, and culturally appropriate communication.



NDIS REMOTE COMMUNITY CONNECTOR



ACHIEVEMENTS AND MILESTONES

These efforts have resulted in increased participant confidence, improved understanding of NDIS processes, and stronger partnerships across service networks.

NEXT STEPS AND PRIORITIES

Looking ahead, the program will focus on consolidating workflows and expanding culturally safe practices to improve outcomes for participants. Key priorities include:

- Formalising referral workflows with hospital and allied health teams to reduce delays and improve evidence collection timelines.
- Developing culturally appropriate educational materials, including a plain-language NDIS explainer with visual aids, to support informed consent and understanding.
- Scheduling routine case conferences between support coordinators, planners, and key carers to align goals and reduce missed appointments.
- Expanding induction and capacity building for local support workers, with emphasis on documentation quality, eligibility evidence, and professional standards.
- Continuing community engagement through events such as women's morning teas and school-based sessions to identify new referrals and strengthen trust.

These initiatives aim to create a more streamlined, culturally responsive NDIS support system that empowers participants and reduces barriers to access.



CULTURAL ENGAGEMENT

The Cultural Engagement Manager role was established this Financial Year to strengthen cultural safety across all YYMS programs and ensure that services remain responsive to the needs of Aboriginal communities. This position provides cultural guidance, supports workforce development, and leads initiatives that promote cultural connection for clients and staff.

SUMMARY OF ACTIVITIES AND PROGRESS

During this reporting period, the Cultural Engagement Manager played a pivotal role in embedding cultural perspectives into service delivery and organisational planning. Key activities included:

- **Elders Forum 2024:** Successfully coordinated the first Elders Forum in Halls Creek in collaboration with Hon. Rosetta Sahanna MLC, Nirrumbuk, Jungarni, and YYMS. The event brought together 55 Elders from Halls Creek, Mulan, and Billiluna, fostering dialogue and sharing valuable health and wellbeing information.
- **Indigenous Cultural Awareness Training (ICAT):** Developed and finalised a cultural awareness training package tailored for YYMS and YYMNER staff. This program aims to build cultural competency and improve the quality of care provided to Aboriginal clients. A pilot session for 30 staff is scheduled for early 2025.
- **Community Engagement Events:** Supported major cultural and health initiatives, including NAIDOC celebrations and Breast Cancer Morning Teas, ensuring cultural protocols were observed and community participation encouraged.
- **Women's Group and Camps:** Delivered culturally grounded activities such as bush medicine and candle-making workshops, promoting healing, connection, and cultural learning.
- **Cultural Cooking at YYMNER:** Organised 44 cultural cooking sessions at the Elders Residence, with resident participation averaging 85%, strengthening cultural identity and enjoyment through traditional food.
- **Aboriginal Workforce Development:** Mentored 10 Aboriginal staff into leadership or support roles and achieved 30% Aboriginal representation within the Elders Residence. Provided cultural orientation for staff from other regions to ensure culturally safe practice.
- **Cross-Program Support:** Offered cultural input across multiple programs, including SEWB, Aged Care, Family Safety, and youth engagement activities.



CULTURAL ENGAGEMENT

CHALLENGES

Competing priorities across departments were key challenges. Despite these constraints, significant progress was achieved in cultural education, workforce mentoring, and community engagement.

MILESTONES AND ACHIEVEMENTS

This year marked several important milestones. The first Elders Forum was successfully delivered in Halls Creek, creating a strong foundation for ongoing engagement. The ICAT training package was developed and approved, positioning YYMS to roll out cultural competency training across the organisation. Cultural awareness among multi-cultural staff and First Nations employees from other regions increased significantly, and high satisfaction was reported by Elders, residents, and staff involved in cultural initiatives.

NEXT STEPS

Looking ahead, YYMS will continue to build on these achievements. Plans include delivering the Health and Wellbeing Festival on 31 October 2025 and hosting the next Elders Forum on 11 November 2025. The rollout of ICAT training for all staff will be a priority, alongside ongoing mentoring of Aboriginal staff and embedding cultural safety across all programs. These initiatives will further strengthen cultural engagement and ensure YYMS remains a leader in culturally safe healthcare delivery.



AGED CARE SERVICE - YURA YUNGI MENKAWUM NGURRA ELDERS RESIDENCE

The Aged Care Service continues to deliver high-quality, person-centred care aligned with the Aged Care Quality Standards. This year marked significant progress in workforce development, resident wellbeing, infrastructure upgrades, and compliance.

CULTURAL & COMMUNITY ENGAGEMENT

Celebrations such as NAIDOC Week, Harmony Day, Mother's Day, and Breast Cancer Awareness Month fostered cultural pride, inclusivity, and health awareness. The Elders Forum 2024 engaged residents and staff in shaping service improvements. Monthly Cultural Cook-up and Men's/Women's Groups were embedded into the activity calendar, promoting cultural expression and social connection.

WORKFORCE DEVELOPMENT

Staff numbers increased by 29%, with Aboriginal employment doubling its numbers under the Indigenous Employment Initiative Program. Reliance on agency staff dropped by 75%, improving continuity of care and reducing costs. A full-time permanent Activities Coordinator was appointed, and new staff uniforms and an induction manual were introduced to enhance professionalism and onboarding.

Staff development remained a key focus throughout the year, with team members participating in a wide range of training programs. These included Cultural Safety and Awareness, Palliative and Dementia Care, First Aid and CPR, Fire Safety, Diabetes and Dysphagia Management, and Admission and Care Plan Documentation. Staff also attended the Aged Care Reform Seminar, ensuring they remain informed and prepared for upcoming sector changes. These training efforts have contributed to improved care delivery, enhanced staff confidence, and a stronger culture of continuous improvement.

Yura Yung Menkawum Ngurra

ELDER'S RESIDENCE

RESIDENCE STABILISATION & SERVICE CONTINUITY

The Elders' Residence achieved stabilisation during the reporting period through operational improvements and workforce sustainability measures supported under the Aged Care Labour Agreement and the Aboriginal Indigenous Employment Initiative employed twelve local Aboriginal persons.

Key outcomes:

- Consistent staffing levels achieved, ensuring continuity of culturally safe care.
- 24/7 Nursing care and reporting maintained with additional financial supplement
- Introduction of the Aboriginal Workforce Strategy
- Reduced agency cost and increased Aboriginal Employment
- Compliance maintained with aged care quality and safety standards.
- Strengthened partnerships to support the long-term sustainability of this essential community service.
- Elder's Cultural events weekly including trips to country, Elders days with families, hunting and cooking trips and art groups.

These achievements have enhanced care quality and ensured that Elders continue to receive dignified and culturally connected support.

Occupancy rose by 19%, reflecting improved community trust and streamlined admissions. Residents benefited from a new menu plan, medical equipment, projector, misting system, and a new bus for outings. The Resident Admission Package was revised to improve clarity, cultural sensitivity, and regulatory compliance.

INFRASTRUCTURE & TECHNOLOGY

Facility renovations commenced, including fencing, room refurbishments, and staff accommodation upgrades. CCTV system, a ward phone, a pharmacy ordering system, and internet in staff units were installed, enhancing safety, communication, and operational efficiency.



ADVOCACY, GOVERNANCE & FINANCIAL ACHIEVEMENTS

The organisation maintained strong governance and compliance frameworks ensuring accountability and transparency throughout the reporting year.

Achievements:

- All funding and capital works acquittals completed and submitted within required timeframes.
- Internal program reviews and quality improvement audits conducted.
- Ongoing compliance with the Closing the Gap performance framework and National Quality Standards.
- Independent audit confirming adherence to financial management and service delivery obligations and compliance with financial and operational requirements.
- The department achieved a 90.19% audit compliance rate, up from previous 87.45%, demonstrating strong governance and quality assurance.

The number of residents under Public Guardian or Trustee support grew highlighting improved case management and advocacy. Previously missed RN subsidy claims were recovered, boosting revenue and compliance.

PRIORITIES FOR THE NEXT YEAR

In the coming year, YYMNER will focus on completing facility renovations, including major upgrades to the kitchen and staff quarters. Safety and responsiveness will be enhanced through the installation of an upgraded CCTV system and a new call bell system. Internal quality monitoring will be strengthened by reactivating self-assessment audits. The team will coordinate the Elders Forum 2025 to promote shared decision-making and align services with resident needs. Implementation of the New Aged Care Quality Standards will be prioritised to ensure regulatory compliance. Additional goals include celebrating NAIDOC Week 2025, improving staff retention strategies, updating the staff appraisal process, recruiting a new Clinical & Quality Manager, and delivering targeted in-service training to support continuous learning and professional development.



THE YEAR THAT WAS

2024-2025





Yura Yungi

Medical Service
Aboriginal Corporation

THANK YOU



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Yura Yungi

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ANNUAL REPORT

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